

Practice Policy

Thank you for choosing The Lansdown Clinic for your healthcare needs. To enable us to provide the best service to all our patients we operate the following Practice Policy. Please read it carefully and do not hesitate to contact any member of the practice staff should you require any further information or explanation of any of its contents.

1. The Clinic Director of The Lansdown Clinic is Tara Marwaha. She can be contacted by telephoning the Clinic (01453 755799), by e-mail (t.marwaha@lansdownclinic.co.uk) or by writing to The Lansdown Clinic Limited, 1 High Street, Stroud, Gloucestershire GL5 1AU.
2. We endeavour to provide the best possible service to all our patients and visitors. However, we accept that mistakes can occur, and when they do, we undertake to do our best to correct them. If the Clinic has failed to meet your expectations in any way, please inform a member of staff who will forward the issue to the Clinic Director. The Clinic operates a formal Complaints Procedure and in the unlikely event of any unresolved complaints or claims, they can be forwarded to the appropriate regulatory body.
3. Under the Data Protection Act 1998 (and new Data Protection Bill due into force in 2018) and the General Data Protection Regulation (GDPR) 2016, we are required to advise our patients about our Data Protection Policy. As part of the patient record, this Clinic is required to retain information for the purpose of consultation, examination, recording subsequent treatment, and for use by third party medical practitioners only (at the request of the patient in writing). All paper files and information therein may be electronically scanned and stored on computer file for as long as the patient remains a patient of the Clinic and thereafter for a period of 8 years. Alternatively, paper records will be retained for the same period. All information recorded will be treated as confidential, and will not be given to any other person(s)/organisation(s) without the written consent of the patient concerned. Information will be held both physically and electronically in files accessible only by staff of the Clinic who are directly involved in the data entry and processing of patient records. The signing of this Practice Policy signifies that you have read this Data Protection Policy and give consent to The Lansdown Clinic and its staff to maintain records for the purposes outlined above.
4. You may be asked to undress to your underwear for the purposes of examination or treatment. The Clinic respects patient dignity and privacy and gowns are made available for patient use. Private changing facilities are provided at the clinic. Please advise your health care provider if you feel uncomfortable about disrobing.
5. For reasons of practitioner safety, the Clinic does not, except in exceptional circumstances, undertake home visits.
6. So far as is possible, clinicians will make sure that when they are sick or on holiday you will have access to another practitioner.
7. The General Practitioner is the legal custodian of patients' health records. It is the normal practice of the Clinic that correspondence will be sent to your GP to complete your records. This is considered best practice for patient wellbeing, although you are entitled to withhold consent if you do not want

us to communicate with your doctor. You are also entitled to see your notes and copies of any correspondence.

8. We no longer have facilities at the Clinic to take x-rays, but if you have previously had them taken here they will be held as part of the patient's record. If required for the purposes of a medical consultation with another health care provider, the Clinic will release films on loan on the clear understanding they are to be returned as soon as practicable afterwards.
9. Patients have a right to know, and health care providers have an obligation to provide, information about your condition to enable you to take part in making decisions about your care. This is known as informed consent. Your health care provider will try hard to provide all information in a way you can understand, but if you are unsure or confused, please ask.
10. For the protection of our staff, aggressive, violent, insulting or offensive behaviour by patients or accompanying persons to the Clinic will result in the patient being discharged from the Clinic. Every reasonable effort will be made to find a competent health professional to assume their care.
11. While the clinic is mindful of security and has measures in place to prevent unwanted intruders, all valuables are your responsibility whilst on the premises. The Clinic will accept no responsibility for loss or theft of valuables left unattended in changing cubicles or other areas of the Clinic.
12. Children or those with special mental health needs attending the Clinic are the responsibility of their parent, guardian or carer. The Clinic will not accept responsibility for any accident or injury caused to such persons in the event of improper supervision. Damage caused as a result of improper supervision will be charged by the Clinic.
13. Children under the age of 16 or those with special mental health needs will not be treated in the absence of a suitable chaperone.
14. Payment for care is due immediately at the time of service. Payment can be made by cash or payment cards. Patients undergoing a programme of care may pay for a block of treatment sessions in advance if they wish.
15. Patients having private health insurance are advised to check the details of their policy prior to incurring fees for care. Any contract between a private health insurer and its policyholder does not oblige the Clinic to accept its terms of service. The Lansdown Clinic will not invoice insurance providers directly but will issue statements to help patients to submit claims for reimbursement.
16. If you are a Chiropractic patient, you will automatically be enrolled on to the care response programme. This is a programme which helps your Chiropractor track your treatment and care. If you do not wish to be entered into the programme, please inform a member of the reception team.
17. By signing this form, you are agreeing to be contacted by text for appointment reminders. If you would prefer to be phoned please let a member of the reception team know.

I have read, understood and accept the terms of the Practice Policy as outlined above.

Signature Date..... TLC